

### **ABSTRACT OF THE DISCLOSURE**

A dialog manager and spoken dialog service having a dialog manager generated according to a method comprising selecting a top level flow controller based on application type, selecting available reusable subdialogs for each application part, developing a subdialog for each application part not having an available subdialog and testing and deploying the spoken dialog service using the selected top level flow controller, selected reusable subdialogs and developed subdialogs. The dialog manager capable of handling context shifts in a spoken dialog with a user. Application dependencies are established in the top level flow controller thus enabling the subdialogs to be reusable and to be capable of managing context shifts and mixed initiative dialogs.